



Job Title	Senior Probation Technician	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	3	Job Code	12199

Class Specification – Senior Probation Technician

Summary Statement:

The purpose of this position is to provide paraprofessional support as lead worker for Probation Technician activities in the Probation Department and provide support for the court. This is accomplished by exercising lead supervision of Probation Technician and Probation Municipal Court Clerk functions. The Senior Probation Technicians performs highly responsible duties requiring specialized technical knowledge of practices and procedures used in probation and administrative case management support of activities for probation clients through services offered. Other duties include performing assigned duties of the Probation Technician and Probation Municipal Court Clerk I. As a liaison for the section, the Senior Probation Technician is a skilled resource for the judicial bench, court management, staff, and the public.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Provides support and supervision of Probation Technicians and Probation Municipal Court Clerks; assigns, plans, directs, and monitors the work; ensures work completion adheres to approved policies, procedures, and legal requirements. Trains and evaluates staff; performs work audits; ensures staff's timely performance; addresses any deficiencies with employees; participates in interviews and selection process; coordinates and provides inter-departmental cross-training; coordinates and conducts sectional staff training and meetings; monitors staffing requirements; ensures adequate coverage; monitors work for accuracy; resolves conflicts that arise; analyzes deficiencies and makes recommendations for solutions to existing systems and processes; may draft, implement, and enforce policies and procedures; prepares and reviews quality assurance reports; compiles and maintains staff statistics; and assigns and coordinates year end records archiving.
35%	Maintains unsupervised or informal caseload; interprets and explains provisions of the laws including rules, court orders, ordinances, and statutes and carries out directives of the judge within established parameters; explains conditions and processes with defendant. Interviews clients to assess and develop appropriate case plan promoting compliance with judge's orders; researches client and case data using information systems; obtains necessary information and documents; determines eligibility and assigns appropriate agency according to court orders and defendant's needs. Reviews documentation with the defendant; advises defendant of consequences for failure to comply; monitors compliance to complete remedial classes, programs, or conditions;



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	maintains contact with clients to determine status of court orders; determines successful completion and updates files; if non-compliant, files petition to revoke and provides recommendations to the court; prepares memorandum and case file before return to court; communicates with outside agencies, court staff, attorneys, interpreters, and judges; files documents with court; creates and maintains physical and electronic case files. Provides testimony in the courtroom; assists law enforcement in locating and contacting wanted persons ensures security of confidential files; and files requests for warrant as necessary.
20%	Investigates client's financial status in regard to eligibility for waiver of costs, jury deposit fees, court-appointed counsel, or public service in lieu of fines and costs to determine appropriate payment plan; reviews financial affidavit and application for court-appointed attorney forms; researches and summarizes public and confidential information; researches client and case data using information systems; reviews and requests additional financial documentation based on client's circumstances to substantiate client's status; determines appropriate course of action; provides referral information; assesses fees according to established guidelines and court policies; creates payment plans; files recommendation to the court based on findings; and provides necessary information to pertinent parties.
5%	Responsible for confirming, providing, and scheduling interpreter appearances for court sessions; monitors daily entries and coordinates interpreter appearances; and communicates any billing issues with management.

Competencies Required:

Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports and prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by specialized legal or secretarial training or college level coursework in the legal or a related field.

Experience: Five years of full- time responsible clerical support experience including the preparation of legal documents, customer service, and criminal justice or legal system experience, including one year of probation experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

NCIC Certification	Upon hire
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Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:

Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received: Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility: This job title has no budgetary responsibility.

Physical Demands: Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.



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Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Several Times per Month
Noise and Vibrations	Never
Physical Hazards	Several Times per Week
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Frequently

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office, court case management software, outside agency criminal justice databases.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: November 2014